

EXECUTIVE SUMMARY

Overview:

The year 2002 was a year of preparation for the ARS National Advisory Council for Office Support Professionals (NACOSP). We are preparing for the 2nd National Conference for ARS Office Professionals, which will be held in New Orleans, LA, in April 2003. Several members have rotated out, and new members have taken their place; however, the total Council was asked to remain together for extra support until completion of the 2003 Conference. We have a lot of “new blood” on the council, and we will be working on many new projects. One of the new projects that we worked on with HRD was establishing a new Program Support Assistance Position Description (PD). The PD was presented to HRD and was approved in October 2002. The main focus remains--to maintain excellence in program development, career enhancement, and employee dedication to the mission of ARS.

NACOP projects which extend year-to-year include: the Home Page, NACOP Newsletter, updates to the Quick Reference Guide, quarterly teleconferences, and responses to specific requests of the Agency. The NACOP Home Page (<http://www.ars.usda.gov/nacop/index.htm>) is in its final stages. We have new people working on the web page, and it will continue to provide helpful information to assist all office professionals in performing their day-to-day tasks.

The following report includes the activities, past accomplishments, and current and future goals of the National Council and of ARS Organizational Councils as well.

Members of the 2002 National Advisory Council
for Office Professionals (NACOP) were:

IRIS ROSA, AFM
SHEILA MESSINEO, BA
CLARICE FLEMING, HRD
BRENDA AYSENNE, MSA
SHERRI BUXTON, MWA
PRUNELLA BRANISH, NAA
STEPHANIE LIVELY, NAA
JANNETTE SHUFORD REEVES, NAL
LOUISE DALTON, NPA
BRENDA ELSTON, NPS
BARBIE BALLENGEE, PWA
SABRINA WHITLEY-FERRELL, SAA
RHEA FRYAR-CALVERT, SPA
OLIVIA PEDRAZA, SPA
CATHY LONABERGER, OA (EX-OFFICIO)
TONI WALLS, TECHNICAL ADVISOR

FORMER MEMBERS OF THE
NSAC/NACOSP

KATHY ARAGON, NPA
MARIA ARCHER, NAL
KAY CARR, SAA
CARMELA CARRICK, HQ
JOYCE CRAIG, HQ
PHYLLIS DAVIS, NAA
TAMMY DURFEE BLAIR, PWA
JANET FERST, HQ
LIBBY FOUSE, PWA
NADINE HEIRS, BA
BONNIE INGRAM, MWA
MARCIA JENKINS, MWA
OLGA LEE, NPA
ANGIE MARCHETTI, HQ
ELAINE MCGUIRE, BA
LINDA NEUENHAHN, HQ
BETTY SIGLER, NPA
MARY SILVA, NAL
FRANKEE SIMPSON, SAA
JOYCE SMITH, NAA
MICHELLE SNOWDEN, HQ
KRISTEN SOTER, BA
QUEEN SPRIGGS, HQ
ANNE STEELE, SPA
CECELIA STORTZUM, TECHNICAL ADVISOR
GENEVIEVE SWARTZBERG, MSA
KATHY TOWNSON, BA
SUE THORNBURG, NPA
RUTH TREAT, SPA
LORI WILSON-VOSS, MWA
SANDRA WARREN, MSA

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**NATIONAL ADVISORY COUNCIL FOR OFFICE PROFESSIONALS
ANNUAL MEETING**

Date: May 6-10, 2002

Location: Ft. Collins, Colorado

Host: Kathy Aragon

ACCOMPLISHMENTS

Reviewed and agreed upon changes to the current NACOSP Charter. All members, including new members, signed the updated Charter.

Renamed the Council from National Advisory Council for Office Support Professionals to the National Advisory Council for Office Professionals (NACOP).

FY-03 GOALS

1. The Council agreed that the NACOP Website needs to be redesigned and also needs to include establishment of a link to each Area Council's web page.
2. The Council is developing a brochure for the NACOP.
3. The Council is in the process of updating the on-line Quick Reference Guide.
4. The Council agreed upon establishing a "Council Mentoring" program. This program would be set up between Area Councils to work together to assist and advise each other. The focus is on strengthening existing Area Councils and/or newly-established Councils. Each council would be available to encourage networking, provide advice, and offer recommendations on how to strengthen their respective Councils.

SECRETARIAL RECOGNITION PROGRAM

Winners for 2002 are:

HQ Secretary of the Year:

Name: Martha Hollenbeck

Location: Beltsville, MD

Beltsville (BA) Secretary of the Year:

Name: Mary Dailey (Sr. Co-chair)

Location: Beltsville, MS

Mid South Area (MSA) Secretary of the Year:

Name: None

Location:

Midwest Area (MWA) Secretary of the Year:

Name: Heather Lewandowski

Location: Columbia, MO

North Atlantic Area (NAA) Secretary of the Year:

Name: Joanne Sullivan

Location: Wyndmoor, PA

Northern Plains Area (NPA) Secretary of the Year:

Name: None

Location:

National Program Staff (NPS) Secretary of the Year:

Name: None

Location:

Pacific West Area (PWA) Secretary of the Year:

Name: None

Location:

South Atlantic Area (SAA) Secretary of the Year:

Name: Debra Duckworth

Location: Southeast Poultry Research Laboratory, Athens, GA

Southern Plains Area (SPA) Secretary of the Year:

Name: Michael G. Moses, Office Automation Assistant

Location: Knippling-Bushland U.S. Livestock Insects Research Laboratory, Kerrville, TX.,
Duty Station Mission, TX.

**AREA ORGANIZATIONAL SECRETARIAL
ADVISORY COUNCILS**

**BELTSVILLE AREA ADMINISTRATIVE SUPPORT ADVISORY COUNCIL
(BAASAC)**

Members of the 2002 Council included:

Mary Dailey and Jennifer Klemens - Co-Chairs
Donna Geiman - Recorder
Kathy McCue
Annette Cook
Stephanie Lahocki
Kate Baker
Sherry Cohen - Alternate Member
Carol Appelbaum - Alternate Member
Sheila Messineo - NACOP/Technical Advisor

Accomplishments

- Revised BAASAC Charter in March 2002.
- Updated web page that included bio's of BAASAC members, an impact line and websites. We also plan to post the picture of the BA Secretary of the Year.
- Mary Dailey (Sr. Co-chair) received the BA Secretary of the Year for 2002.
- BAASAC is preparing to attend the 2003 National Conference for Office Support Professionals in New Orleans, Louisiana, in late April 2003. The theme is: "2003 Quest to be the Best: Striving for Professional Excellence."

Goals

- Newsletter. This publication is designed to keep secretarial and clerical staff informed of changes in the Beltsville Area. There will be helpful tips on solving every day crises, training, achievement, etc.
- BAASAC continue to hold two workshops annually.
- Continue to coordinate special events with the Civil Rights Office and pursue collaboration with other BA Organizations. By combining resources with others, BAASAC can achieve more goals than working independently. Also, by collaboration with other established groups, BAASAC may become more visible, therefore gaining increased interest and participation.

HEADQUARTERS ADVISORY COUNCIL FOR OFFICE PROFESSIONALS (HACOSP)

Members of the 2002 Council included:

Louretha Gibson and Aiesha Gibson - Co-Chairs
Martha Hollenbeck - Recorder
Robin Pettway
Rosetta Proctor
Ann Packett
Kathleen Townson
Iris Rosa and Brenda Elston - NACOP/Technical Advisors

Accomplishments

- ☐ Held Logo Contest and presented Spot Awards to the two winners (Martha Hollenbeck and Hazel Schmidt).
- ☐ HACOSP Member (Martha Hollenbeck) Selected as 2002 ARS Secretary of the Year.
- ☐ HACOSP Web Page Developed.
- ☐ HACOSP designed a display for the AFM Bulletin Board, which was exhibited in the George Washington Carver Center, Building 3, during the month of June 2002.
- ☐ Sponsored Formal Correspondence Training, presented by Robin Pettway.
- ☐ Updated HACOSP E-Mail Distribution List.
- ☐ Continued to publish HACOSP Quarterly Newsletter.
- ☐ HACOSP Sponsored Development Training “Promotable You: Projecting a Professional Image” Career Planning Overview, held November 14, 2002. Presenters were Sandy Miller Hayes and Sherell Brooks.

Goals

- ☐ Develop Trifold Brochure about HACOSP
- ☐ Develop Display Board for NACOSP Conference
- ☐ Continue updating Web Page
- ☐ Plan Brown Bag Luncheon Training
- ☐ Update the ARS Correspondence Manual

MID SOUTH AREA

Members of the 2002 Council included:

Janell Becker - Chair
Telecia Burton - Vice-Chair
Julie Ford - Recorder
Linda Fulton
Madeline Hall
Pat Morrow
Jennifer Roberson
Brenda Aysenne - NACOP/Technical Advisor

Accomplishments

- ☐ Welcoming packets are being sent to new office support professionals in the Mid South Area.
- ☐ Mentors are providing assistance and training new personnel, as requested.
- ☐ Council members serve as confidential “sounding board” for Mid South Area office support professionals.
- ☐ In October 2002, we met for our annual meeting. New Officers and Committee Chairpersons were elected at this time. We officially welcomed four new members to our Council.
- ☐ Began preparations for the National Meeting, “2003 Quest to Be the Best: Striving for Excellence,” which will be held April 21-25, 2003, at the Hilton Riverside in New Orleans, Louisiana.

Goals

- ☐ Become more “visible” to Mid South Area office support professionals.
- ☐ Organize secretarial “share sessions” at multiple locations during the year.
- ☐ Continue with Mentoring Program.
- ☐ Utilize our web site and newsletter to promote communication.
- ☐ Visit all locations in the Mid South Area to meet with Administrative Professionals, Research Leaders, and Scientists.
- ☐ Support all Administrative Professionals.

MIDWEST AREA

Members of the 2002 Council included:

Sherri Buxton and Heather Lewandowski - Co-Chairs
Diane Cronk - Recorder/Information Coordinator
Vicki Jones
Brittney Mernick
Melissa Stiefel
Ginger Walker
Debbie Bitner
Sandy Groneberg, Ex-Officio - Web Master
Lori Wilson-Voss, Ex-Officio - SOP Editor
Sherri Buxton - NACOSP/Technical Advisor

Accomplishments

- 2002 marked the sixth year of the MWA Secretary of Year program. Ginger Walker, of the Plant Science Research Unit in St. Paul, Minnesota, received the 2001 MWA Secretary of the Year Award at a recognition ceremony on February 26, 2002. Heather Lewandowski, of the Plant Genetics Research Unit, Columbia, MO was selected as the 2002 MWA Secretary of the Year. She will be recognized at an Area Meeting being held in conjunction with the National RL Meeting in New Orleans, Louisiana.
- The PASTG continued to utilize the mentoring program for all new secretaries. Mentees work with their mentor for a minimum of one year. This program is having continual success with five mentees and mentors currently working together.
- We continue to disseminate quarterly newsletters to all the secretaries in MWA.
- The training scholarship program is continuing to be utilized to a great extent within the Midwest Area. This program provides funding for training from the Area Office allowing employees to benefit from training that may not be possible due to financial constraints within their units. Ten individuals benefitted from this program this year with the Area Office contributing \$8600.00 in support of their training. The scholarship application and information is available on the PASTG homepage.

Goals

- Continue to update the Midwest Area PASTG Home Page and SOP Manual.
- Continue quarterly newsletters to MWA Secretaries.
- Continue to visit the MWA Research sites and interact with location.

NORTH ATLANTIC AREA

Members of the 2002 Council included:

Diane Koch - Chair
Joyce Smith - Co-Chair
Denise Madden
Prunella Brashich
Phyllis Davis
Linda Hopp
Stephanie Lively - NACOP/Technical Advisor

Accomplishments

- Continue mentoring, shadowing and orientation which continues to be an important activity of the NAA-SAC. The orientation includes AD and AAD secretaries and an Area Office visit with review of domestic and foreign correspondence, RPES case write-ups, shadowing a secretary from a large Center to observe daily operations of an office. ARIS training is included as well as reference materials for administrative details. Each new secretary receives a Secretarial Handbook.
- Minutes from the NAA-SAC are shared with all office support professionals.
- Minutes from conference calls/meetings held by the NAA-SAC are distributed to all.
- The rotating member's appointment has expired and the Council is actively pursuing restructuring the Committee membership. This will diversify the Council and enhance perspectives for the NAA Secretarial community.
- The 2003 NAA Office Staff Recognition Award was presented to Joanne Sullivan, September 2003, by Wilda Martinez, AD.
- Initial steps toward automation of performance appraisal process (if feasible), was reviewed.

Goals

- Pursue restructuring of NAA-SAC to better serve the needs of the field locations' secretarial staff.
- Create updated resource list for administrative contacts.
- Review proposal of task group to streamline performance appraisal process.
- Consider a 2-day meeting for all NAA secretaries to be held at the GWCC.

NATIONAL AGRICULTURAL LIBRARY

Members of the 2002 Council included:

Terry Henrichs - Chair
Cruz Angelo - Recorder
Helen Maroulakis
Maria Archer
Penny Seaman - Former Chair (Retired)
Jannette Shuford-Reeves - NACOP/Technical Advisor

Accomplishments

- ☐ Continue to update the NALSSAC Handbook, to include information developed for the building renovation, such as new floor plans and enhanced safety and security implementations.
- ☐ Continue development of the NALSSAC website linked to the NAL and ARS websites to encourage better communication between councils.
- ☐ Establish a shadowing/mentoring program for new office support professionals at NAL to review in-depth activities at NAL, such as budget procedures, programs and services, etc.
- ☐ Continue our tradition of convening quarterly ☐working☐ luncheons to share information with the NAL support staff.

Goals

- ☐ Select office support professionals from NAL to attend the National Advisory Council for Office Support Professionals Year 2003 Conference being held in April in New Orleans, LA.
- ☐ Complete website design and implementation.
- ☐ NALSSAC was given the charge of creating an electronic handbook on the NAL intranet by the Management Team.

NORTHERN PLAINS AREA

Members of the 2002 Council included:

Linda Kelly - Chair
Cheri Marshall - Recorder/Web site Chair
Diona Austill
Marsha Grunewald
Polly McMichael
Olga Lee - Ex-Officio
Louise Dalton - NACOP/Technical Advisor

Accomplishments

- The NPASAC met in November 2002. One council member (Kathy Aragon) accepted a position outside the secretarial series. Louise Dalton filled this vacancy as Technical Advisor and NACOP Member. Diona Austill, Miles City, Montana, filled the vacancy created by Louise Dalton's new role.
- The NPASAC charter was revised and signed by council members.
- The NPASAC website was updated and several links were added by Cheri Marshall, and the NPA Quick Reference Guide was inserted.
- NPASAC goals and action items were reviewed and revised.
- NPASAC participation in the National Conference, "2003 Quest to be the Best: Striving for Professional Excellence," in New Orleans, Louisiana, April 21-25, 2003, was addressed. Louise Dalton is serving on the Hospitality Committee.
- Polly McMichael has arranged to ship 200 bags of sunflower seeds to New Orleans for the product sample bags at the National Conference.
- Diona Austill updated the NPASAC poster for display at the NPA Leadership Conference in January 2003 and the National Conference in April 2003.
- The New Secretary Packet was revised, and Marsha Grunewald continues to update and mail the packets to new secretaries. New Secretary Orientation was conducted at the Area Office in conjunction with New Scientist Orientation in September 2002.
- Polly McMichael periodically submits items on NPASAC activities to the Area Office for inclusion in Northern Highlights (NPA weekly briefing).

- The Resource Assistant List is being updated. This is a listing of secretaries who voluntarily serve as mentors to other secretaries in specialized areas.
- The NPASAC Quick Reference Guide was revised for handout at the NPA Leadership Conference in January 2003. This major task resulted in a completely new version of the Guide. Each council member was assigned several chapters to edit and ensure accuracy of text, references, forms, web links, contact persons, etc. We had a short turnaround time to complete revisions so we could distribute in January 2003.
- Travel training conducted by Linda Mahoney was provided for secretaries immediately following the NPA Leadership Conference in January 2003. ARIS training for NPA secretaries conducted by Marcie Currie-Gross was provided at the Area Office in February and March 2002.

Goals

- Increase awareness of NPASAC activities, provide a more effective support mechanism, and encourage training for NPA Secretaries.
- Maintain/update secretarial resources provided by the NPASAC.
- Address requirements and requests from NACOSP.

**PACIFIC WEST AREA OFFICE SUPPORT ADVISORY COUNCIL
(PWA OSAC)**

Members of the 2002 Council included:

Kara Vander Linden - Sr. Co-Chair
Jeannette Seward - Jr. Co-Chair
Judy Litster - Recorder
Marla Lawrence - Handbook Coordinator
Tammy Blair - Information Coordinator
Veronica Cullum - Area Office Representative
Barbie Ballengee - NACOP/Technical Advisor
Dr. Michael Shannon, PWA Associate Director - Area Office Advisor/Coordinator,
Albany, CA

Accomplishments

- PWA-OSAC Newsletters distributed in May and October 2002.
- Updated and distributed Pacific West Area Directory. The directory includes location names, mission statements, mailing and FedEx addresses and employee names, email addresses, telephone and fax numbers.
- PWA Office Support Handbook updated and distributed at the Pacific West Area Leadership Conference in Scottsdale, Arizona in October 2002.
- Staffed a PWA OSAC Display Booth at the October 2002 PWA Leadership Conference.
- Updated and distributed a PWA-OSAC information packet to all PWA Research Leaders in July 2002. The packet included: 1) Who We Are, 2) Our Mission, 3) Our Goals for 2002, 4) Our Accomplishments, 5) Our Web Address, and 6) May Newsletter.
- Council member Marla Lawrence traveled to the Western Regional Research Center in Albany, California, to mentor Karen Mallinen, and to the San Joaquin Valley Agricultural Sciences Center in Parlier, California to mentor Marlene Jensen, both new secretaries. Implemented Mentoring Program. Mentoring included annual reports, RMIS, (now ARIS) travel, troubleshooting, and fiscal year end instructions.
- Council members continue to promote the resource assistance program by providing assistance to other location secretaries upon request.

Goals

- Request assistance from Area to re-develop PWA OSAC web page.
- Establish scholarship training program funded by Area for Office Support.
- Highlight person or function now and then (use PWA web site).
- Update and distribute Information Packet to new RL's and other hires
- Create and staff display booth at the National Meeting.
- Distribute handbook to Research Units after Revisions are complete.

SOUTH ATLANTIC AREA

Members of the 2002 Council included:

Debra Duckworth - Chair
Valerie Malcolm - Co-Chair
Lorraine Sonoda - Recorder
Bonnie Ebel - Historian
Shelia Jackson - Information/Training Coordinator/Web Page
Sue Keusch
Cindy Davies
Sabrina Whitley-Ferrell - NACOP/Technical Advisor

Accomplishments

- Finalized the SAA Directory (Green Book) and added to webpage.
- Re-implemented the Mentoring/Orientation Program and added to webpage:
 - Feedback Sheet
 - Checklist
- Composed and distributed semi-annually “It’s Your Turn” letter to the SAA Office Professionals and Administrative Officers and Technicians.
- Filled vacancies with three new members: Bonnie Ebel, Shelia Jackson and Donna Hinson. Due to personal circumstances, Donna Hinson had to resign. The SAA-ACOSP now consists of seven members, one vacancy and a technical advisor.
- Presented the “2002 Secretary of the Year Award” - Debra Duckworth, Southeast Poultry Research Laboratory in Athens, GA.
- Updated the SAA-ACOSP pamphlet for distribution to the South Atlantic area employees.
- Drafted “Welcome letter” for all new office support professionals.

Goals

- Redesign “It’s Your Turn”
- Update Webpage
- Distribute list of names, phone numbers and addresses of NACOP members to all locations in the South Atlantic Area

- Ask for volunteers in “It’s Your Turn” to assist new office support professionals with training and information from the field level, pertinent to their jobs.
- Fill the vacant “Alternate Member” position. Ask for volunteers and nominations for new members on the council in “It’s Your Turn.”
- Propose to Area Director to institute a training/informational meeting for all office support professionals in the next fiscal year.
- Draft letter to Dr. Narang requesting an Office Professional Continuing Education Seminar in November of 2002.

SOUTHERN PLAINS AREA

Members of the 2002 Council included:

Sharon Sheffield - Chair
Jacquelyn Stone - Co-Chair
Sandy Simms - Recorder
Carole Perryman - Information Coordinator
Davee Crowell - Training Coordinator
Wanda Paradowski
Rayma Erickson
Olivia Pedraza - NACOP/Technical Advisor

Accomplishments

- A face-to-face meeting was held in College Station, Texas while attending ARIS training in February 2002. During that time, the Council took the opportunity to speak to the SPA office support professionals about the Council and the assistance the Council provides.
- The Council had its annual face-to-face meeting in Hot Springs, Arkansas, in June 2002. Two new members were welcomed, Jacquelyn Stone and Carole Perryman. Rhea Fryar, Technical Advisor, resigned her position after giving the Council an update on the National Council's activities. Olivia Pedraza was appointed as the replacement on the National Council.
- Incorporated a revision of the charter, with approval from the Area Director's office, for a permanent member from the Area Office. Wanda Paradowski, Area Director's secretary, was appointed to serve as the Permanent Member on the Council. Description of duties of a Permanent Member: (1) to serve as liaison between ACOSP and SPA, (2) collect and report information on significant activities, questions and concerns.
- Continued to improve communications among the secretary/program support employees through networking. To inform Office Support Professionals about training opportunities provided through ACOSP programs (Scholarship Program, Shadowing Program). Monthly calls and e-mail messages were made to the SPA Locations by Council members.
- Continued to produce and distribute the Council's newsletter.
- Revised chapters, from the Area Office, to the handbook were incorporated by the Council and are in the final proofreading stage.

- Updated and distributed the orientation packet for new support staff. Ruth Treat (SPA Program Analyst) will serve as the Council's contact to provide names of new support staff.
- Continued to promote the scholarship program for Office Support Professionals. The scholarships will be used to assist in professional development of the secretarial/office support individual through funding for conferences, workshops, short courses or other appropriate educational opportunities.
- The Shadowing Program continues to be utilized and promoted. We continue to receive positive feedback from office support professional participants.
- The homepage continues to be updated. The homepage includes our Charter, Scholarship, Shadowing, Directory, Handbook (under construction), Orientation and links to informative sites.
- Updated the SPA Directory for publication on the webpage.
- Incorporated the SPA Advisory Secretarial Council for Office Support Professionals logo on poster and webpage.
- Input for the 2003 Leadership Conference to be held in October.
- Shirts were purchased with the ACOSP logo to wear to appropriate meetings to make the Council recognizable as a group.
- A letter for approval of a "Rescue Squad" was sent to the Area Director. If approved, the "Rescue Squad" will come to the rescue of an Office Support Professional who applies and is accepted to a detail within ARS. In addition, it will also be available to any location that has support personnel out for extended periods of time (i.e., sick or annual leave).

Goals

- Directory - Periodically update the SPA personnel directory (located on homepage) containing current titles, addresses, phone/fax and e-mail addresses.
 - Handbook - Preparations are being made for the handbook to be placed on the ACOSP homepage.
 - Homepage - Maintain the ACOSP homepage, review and update links, and periodically refresh material presented to maintain recency.
 - Networking - Continue to improve communications among the secretary/program support employees through networking by monthly calls and e-mail messages made to the SPA locations by Council members.
-

- Newsletter - Continue to periodically produce and distribute an informational newsletter.
- Orientation Packet - Continue sending orientation packets as new office support professional come on board.
- Programs - Continue to administer and promote the Shadowing and Scholarship programs.
- Logo - Incorporate the new SPA-ACOSP logo on items linked with the Council.
- Arrangements for a display at the 2003 National ARS Office Support Professionals Conference and the 2003 SPA Leadership Conference are underway.

NATIONAL ADVISORY COUNCIL
FOR OFFICE
PROFESSIONALS

AND

AREA ORGANIZATIONAL SECRETARIAL
ADVISORY COUNCILS

ANNUAL REPORT - 2002

Prepared By

NATIONAL ADVISORY COUNCIL FOR
OFFICE PROFESSIONALS
AGRICULTURAL RESEARCH SERVICE
U.S. DEPARTMENT OF AGRICULTURE

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